

	Portales Police Department Standard Operating Procedure & Policy	SOP #	311.01
		Date Revised:	
		PER. #	11.01
1700 N. Boston St. Portales NM, 88130	Employee Assistance Program	Effective Date	
(575) 356-4404		Approval:	Pat Gallegos, Chief of Police

I.Purpose

The purpose of the policy is to establish guidelines for the availability and use of the Employee Assistance Program (EAP).

II. Policy

The goal of the EAP is to offer professional assistance to employees of the Portales Police Department who may be experiencing personal or emotional difficulties which may affect job performance. Personal concerns may include, but are not limited to health, marital status, family, financial, substance abuse, emotional/stress and other personal matters. The City of Portales may contract with an appropriate agency (ies) to provide employees with assistance resulting from drug and alcohol abuse.

III.Procedures

The EAP is available to all full and part time employees of the Portales Police Department.

- A. The Portales Police Department recognizes personal and emotional problems, including, but not limited to alcoholism, drug abuse, marital and family difficulties, stress, anxiety, depression and other nervous and mental disorders, may affect an employee or his/her household members.
- B. The Portales Police Department recognizes illnesses and personal difficulties can contribute to deteriorating job performance. For the purpose of this policy, it further recognizes alcoholism and drug addiction are medical illnesses which are treatable.
- C. The Portales Police Department encourages employees to utilize the EAP services available through their health care provider.
- D. In addition, employees who supervise others should recommend the resources of the city's health care provider as an integral part of an

intervention program when underlying problems are suspected of causing poor job performance.

- E. The Portales Police Department acknowledges that use of the EAP does not in any way alter management's responsibility or authority as an employer.
- F. Participation in the employee's health care provided EAP will not in any way jeopardize future employment or career advancement; participation will not, however, protect the employee from disciplinary action for continued substandard job performance or policy infractions.
- G. The Portales Police Department also recognizes most employees using the employee's health care provided EAP do so on a self-referral basis. The Department, therefore, agrees to help promote the EAP to encourage such self-referrals.
- H. The Portales Police Department will refer the employee to either workplace or community resources for appropriate diagnosis, treatment and follow-up.

IV. Confidentiality

The Portales Police Department recognizes the success of the employee's health care provided EAP will be enhanced by strict adherence to protecting the confidentiality of those employees utilizing the health care program.

Information supplied to the Portales Police Department on employees referred to the employee's health care provided EAP by a supervisor will be limited to the following: acknowledgement of failed or kept appointments with the health care provided EAP. Additional information and recommendations will not be released unless the employee signs a release specifying the information to be released and to whom.

V. Self-Referrals

The names of employees who refer themselves to the employee's health care provided EAP will never be revealed by the health care provided EAP. The Portales Police Department will encourage these self-referrals through active promotion, support and communication of the employee's health care provided EAP to employees.

VI. Supervisors Referrals

- A. Supervisor may recommend a referral for an employee to the Chief through the chain of command. The request must be based on job performance, not personal or emotional problems with employees.

- B. Employees may use department time for appointments if approved through a supervisor for appointments scheduled during work hours.
- C. Following the initial assessment, referral for treatment or service will be made to appropriate providers in the community.
- D. Whenever possible, consultation with the employee's EAP consultant or the internal liaison, or any supervisor the person feels comfortable with, is advisable.
- E. The supervisor may be requested to provide written documentation specifying the employee's job performance difficulties; action taken thus far; and consequences of failure to correct performance problems.
- F. The employee may be asked to sign an authorization for a release of information.
- G. The referring supervisor may request a written form from the employee's health care provided EAP stating whether the employee kept the appointment or not. No other information will be supplied unless the employee authorizes a written release of information listing the specific information to be released. (New Mexico Standard PER.11.01.C.D)
- H. An employee has the option to refuse a referral into a program and also has the right to discontinue participation in a program at any time.

VII. Supervisory EAP Training

The Portales Police Department shall provide training in recognition of employee behaviors which may indicate the existence of potential problems, concerns or issues which may impact an employee's job performance. All supervisory employees shall receive training in how to refer and assist an employee with interacting with the City of Portales health care provider to ensure all services are rendered appropriately.